

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

Sheet 1 of 9				Attorney Docket Number 4366-20
				Complete if Known
				Application Number 09/669,486
				Filing Date September 25, 2000
				First Named Inventor Andrew D. Flockhart
				Art Unit 3688
				Examiner Name Raquel Alvarez

U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number Number-kind Code ^{2 (If Known)}	Publication Date MM-DD-YYYY	Name of Patentee of Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
1	4163124		07/31/79	Jolissaint	
2	4567323		01/28/86	Lottes et al	
3	4788715		11/29/88	Lee	
4	4797911		01/10/89	Szlam et al.	
5	5469504		11/21/89	Blaha	
6	4894857		01/16/90	Szlam et al.	
7	4953204		08/28/90	Cuschleg, Jr. , et al.	
8	5001710		03/19/91	Gawrys et al.	
9	5025468		06/18/91	Sikand , et al.	
10	5097528		03/17/92	Gursahaney et al.	
11	5101425		03/31/92	Darland	
12	5164983		11/17/92	Brown et al.	
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14	4737983		04/12/93	Frauenthal et al.	
15	5210789		05/11/93	Jeffus et al.	
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17	5274700		12/28/93	Gechter et al.	
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20	5299260		03/29/94	Shiao	
21	5309513		05/03/94	Rose	
22	5335268		08/02/94	Kelly Jr. et al.	
23	5335269		08/02/94	Steinlicht	
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26	5469503		11/21/95	Butensky et al.	
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33	5537542	07/19/96	Eilert et al.	
34	5444774	08/06/96	Friedes	
35	5544232	08/06/96	Baker et al.	
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73	5970132	10/19/99	Brady
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89	6084954	07/04/00	Harless
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103	6259969	07/10/01	Tackett et al
104	6263066	07/17/01	Shtivelman , et al.

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106	6272544	08/07/01	Mullen	
107	6275806	08/14/01	Petrushin	
108	6275812	08/14/01	Haq et al	
109	6275991	08/14/01	Erlin	
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111	6292550	09/18/01	Burritt	
112	6353810	03/05/02	Petrushin	
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119	6434230	08/13/02	Gabriel	
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122	6463148	10/08/02	Brady	
123	6463415	10/08/02	St. John	
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125	6490350	12/03/02	McDuff et al.	
126	6535601	03/18/03	Flockhart et al	
127	6560330	05/06/03	Gabriel	
128	6560649	05/06/03	Mullen et al.	
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135	6704409	03/09/04	Dilip et al.	
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142	7035927	04/25/06	Flockhart et al	
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Examiner Initials*	Cite No. ¹	Foreign Patent Document Country Code ³ ; Number ⁴ ; Kind Code ⁵ (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
	155	CA 2143198	01/19/95	ERICSSON TELEFON AB L M		
	156	CA 2174762	03/07/96	MOTOROLA INC		
	157	EP 0501189	09/02/92	IBM		
	158	EP 0740450	10/30/96	IBM		
	159	EP 0772335	05/07/97	LUCENT TECHNOLOGIES INC		
	160	EP 0855826	07/29/98	LUCENT TECHNOLOGIES INC		

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161	EP 0863651	09/09/98	LUCENT TECHNOLOGIES INC		
162	EP 1091307	04/11/01	LUCENT TECHNOLOGIES INC		
163	EP 1150236	10/31/01	AVAYA TECHNOLOGY CORP		
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165	EP 998108	05/03/00	LUCENT TECHNOLOGIES INC		
166	GB 2273418	06/15/94	ROCKWELL INTERNATIONAL CORP		
167	GB 2290192	12/13/95	SIEMENS ROLM COMM INC		
168	JP 07-134743	05/23/95	DAITO GAKKI KK		(Translated abstract)
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170	JP 10-304073	11/13/98	LUCENT TECHNOLOGIES INC		(Translated abstract and believed to correspond to US 5982873)
171	JP 10-304074	11/13/98	LUCENT TECHNOLOGIES INC		(Translated abstract and believed to correspond to US 5905793)
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174	JP 11-514515	12/07/99			(Translated abstract)
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176	WO 96/07141	03/07/96	MOTOROLA INC		
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186	Ahmed, Sarah, "A Scalable Byzantine Fault Tolerant Secure Domain Name System," thesis submitted to Massachusetts Institute of Technology, Department of Electrical Engineering and Computer Science, January 22, 2001, 101 pages
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188	Avaya, Inc. Business Advocate Product Summary, at http://www.avaya.com , downloaded on 2/15/03, Avaya, Inc. 2003, 3 pages
189	Avaya, Inc. CentreVu Advocate, Release 9, User Guide, December 2000
190	Avaya, Inc., "Better Implementation of IP in Large Networks," Avaya, Inc. 2002, 14 pages
191	Avaya, Inc., "The Advantages of Load Balancing in the Multi-Call Center Enterprise," Avaya, Inc., 2002, 14 pages
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196	Coles, Scott, "A Guide for Ensuring Service Quality In IP Voice Networks," Avaya, Inc., 2002, pp 1-17
197	Dawson, "NPRI's Powerguide, Software Overview" Call Center Magazine (Jun. 1993), p. 85.
198	E. Noth et al., "Research Issues for the Next Generation Spoken": University of Erlangen-Nuremberg, Bavarian Research Centre for Knowledge-Based Systems, at http://www5.informatik.uni-erlangen.de/literature/psdir/1999/Noeth99:RIF.ps.gz , printed 2/10/03; 8 pages
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206	Presentation by Victor Zue, The MIT Oxygen Project, MIT Laboratory for Computer Science (April 25-26,2000) 9 pages
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